

## Third Party Liability Frequently Asked Questions

Health Management Systems, Inc. (HMS) under contract with Hewlett Packard Enterprise will provide third party liability (TPL) services for the Division of Health Care Financing and Policy (DHCFP) effective July 1, 2016.

**Q: Who do I contact for Third Party Liability matters?**

**A:** Effective July 1, 2016, HMS will take over all services, including identification and recovery, related to third party liability from the current TPL vendor, Change Healthcare. HMS will research issues and update recipient files as necessary, with the exception of Medicare eligibility file updates.

**Q: What is changing regarding TPL processes and billing?**

**A:** Routine TPL processes and billing procedures will **not** change. The only change is that starting July 1, 2016, providers will contact HMS (rather than Change Healthcare) when there are questions on a Nevada Medicaid recipient's other health care coverage. The State Medicaid program is intended by law to be the payer of last resort; that is, all other available third party resources must meet their legal obligation to pay claims before the Medicaid program pays for the care of an individual eligible for Medicaid. Third party liability refers to the legal obligation of third parties to pay all or part of the expenditures for medical assistance furnished under a State plan. States are required to take all reasonable measures to ascertain the legal liability of third parties to pay for care and services available under the State plan. **Please note:** Medicaid is primary payer to Indian/Tribal Health Services (IHS), Children with Special Care Needs and State Victims of Crime programs as specified in Nevada Medicaid Services Manual (MSM) Chapter 100.

**Q: Who do I contact if I am notified that a Nevada Medicaid recipient has other coverage or if I believe a recipient's *other health care insurance* (private insurance) records are incorrect in the Medicaid Management Information System (MMIS)?**

**A:** If you are notified that a recipient has other coverage or you believe a recipient's *other health care insurance* (private insurance) records are incorrect, please contact HMS by using the address, phone or fax information below.

HMS – NV Third Party Liability  
P.O. Box 12610  
Reno, NV 89510  
Phone: (775) 335-1040  
Toll Free: (855) 528-2596  
Fax: (972) 284-5959  
Email: [NVTPL@hms.com](mailto:NVTPL@hms.com)

**Q: Who do I contact if I believe a recipient's *Medicare* records are incorrect?**

**A:** If you believe a recipient's *Medicare* records are incorrect, please contact the DHCFP at:

Email: [TPL@dhcfp.nv.gov](mailto:TPL@dhcfp.nv.gov)